



TWYFORD  
SCHOOL

## JOB DESCRIPTION

### SCHOOL RECEPTIONIST / ADMINISTRATOR



**The School:** Twyford is a successful co-educational, independent day and flexi-boarding prep school for pupils aged two to thirteen. Situated in the village of Twyford, near Winchester, the School is set within a truly enviable position of 30 acres of mature grounds, with a beautiful 18<sup>th</sup> Century Queen Anne country house as its centrepiece. Surrounded by stunning Hampshire countryside, the School prides itself on being one of the oldest prep schools in the country.

**Job Purpose:** The School Receptionist is the main point of contact for visitors and general enquiries to the School. The Receptionist is responsible for managing School Office business and providing a critical link between external agencies/parents and staff/pupils.

The role is wide ranging and varied and includes promoting the School and its agreed aims and values to prospective and current parents and guardians in a professional and friendly manner; ensuring all contact with children promotes happy, safe and well-cared for children; responding to general telephone calls, pupil administration, communications to parents; administration of after school clubs; managing the school calendar ensuring the correct rooms are booked and associated resources requested; and administrative duties in support of School trips and events.



**Contract:** Permanent, Part-time, term-time.

**Working hours:** During Term-time, 33 weeks

Tuesday: 12.45 - 18.15

Wednesday - Friday: 07.45 - 12.45

Saturday (during term-time, 22 per year): 08.00 – 13.00

2 days (7.5 hours per day) one at the end of the Summer term and one before the commencement of the Autumn term.

**Paid Holiday:** 5.6 weeks (deemed to be taken during School holidays).

**Inset Days:** Five days per year (7.5 hrs per day, excluding 30 min lunch break).

**Start Date:** As soon as possible.

**Reporting Line:** The position sits within the Bursar's Operational team and reports directly to the Bursar.

## DUTIES AND RESPONSIBILITIES

### Key Responsibilities:

#### Receptionist Duties

- To welcome visitors, signing them in having checked their personal identification, directing staff, pupils, parents, Governors and other stakeholders as appropriate.
- Operate the School's main telephone, transferring calls and taking and delivering accurate messages as appropriate.
- Manage the School's visitor entry system.
- Maintain the internal meetings calendar and issue prompts to relevant staff in advance of forthcoming events for planning purposes.
- Managing the School's main e-mail inbox, replying to or forwarding messages as appropriate and where necessary, making appointments for staff.
- Ensuring a clean desk policy is operated at the reception desk to meet Data Protection regulations and to ensure a tidy professional reception area is maintained at all times.

- Ensure effective levels of stationery and office supplies are maintained, ensure stationary cupboard remains tidy and communicate with the Finance Officer to ensure stock is maintained at appropriate levels.

#### **Administrative Duties**

- Word processing a variety of documents including letters, e-mails, newsletters and lists to a high level of accuracy.
- Input registration forms for new pupils onto ISAMs.
- Collecting, sorting and distributing internal and external post.
- Updating and interrogating IT systems including ISAMs.
- Reviewing and maintaining office systems, including data management and filing etc.
- Preparing and photocopying classroom materials and other documents as required.
- Managing communications to parents via School Post
- Provide office support to the Marketing Team and Registrar.
- Update twice weekly the sports page of the parent portal with details of fixtures and return timings.
- Notify parents of ETA times post school trips and sporting fixtures.
- Assist with the booking of after-school clubs via the SOCs system.
- Provide back-up administration support to the Pre-Prep Secretary.

#### **Pastoral Care and Safeguarding**

- Have due regard to safeguarding and promoting the welfare of pupils and to follow the child protection and safeguarding policies and procedures.
- Helping to provide outstanding pastoral care for children throughout the School.
- Ensuring children are safely logged-off site when leaving during the School day for appointments.
- During Fire Drills provide the class and child absences registers.

#### **General Duties:**

- Build strong positive working relationships with all departments within the School including other administrative teams, the Prep and Pre-Prep Schools, estates staff and the cleaning and catering teams, liaising with them as necessary.
- Hosting visitors respectively, providing tea and coffee for staff and visitors as appropriate.
- Playing a full and active part in the life of the School, including attending evening and weekend events as they arise.
- Providing administration support in the event of a Critical Incident.
- Assisting with lost property, ensuring the return of named items to the relevant classrooms and safe storage of unclaimed and unlabelled clothing and equipment.

#### **All staff are expected to:**

- Follow the School's safeguarding policy and procedures and ensure the wellbeing of all pupils is their highest priority
- Contribute to the day-to-day running of the School and comply with its policies and procedures, having due regard for the Health and Safety of self and others.
- Treat each pupil and each other as individuals with courtesy and respect.
- Take part in relevant training programmes identified by the School.
- To work in a co-operative, diplomatic and flexible manner.
- To carry out any other reasonable duties as requested by the Headmaster or Bursar.

## Person Specification

It is essential the successful applicant has/is:

- Proven track record of delivering high quality, accurate and timely administrative support in a busy office or similar environment.
- Experience of working with a Management Information System (the School uses ISAMS).
- The ability to use your own initiative.
- Attention to detail and the ability to cope with conflicting demands, deadlines and interruptions
- Outstanding organisational skills with excellent time-management skills
- A flexible, adaptable and enthusiastic approach to work.
- Excellent communication skills, communicating appropriately with staff/pupils/parents and all visitors to the School.
- Self-motivated, trustworthy and dedicated.
- Well presented and numerate.
- Outstanding IT skills and familiarity with the full range of Microsoft products especially Word and Excel.
- Committed to promoting and embedding an inclusive culture, with equality of opportunity for all.

It is desirable that the successful applicant has:

- Experience of working within a school environment, but not essential

**Note: This job description will be reviewed annually.**

*Updated: April 2025*

## Additional Information:

The School also provides a range of benefits for staff including:

- Access to extensive professional development opportunities.
- Workplace Pension
- Free Death in Service and Critical Illness benefit.
- Access to Employee Assistance Programme.
- School Fees Remission.
- Free lunch and hot beverages during term-time.
- Free parking on site
- Staff swimming sessions in our indoor swimming pool.
- Cycle to work scheme.

For more information about the School and an application form (CVs alone will not be considered) please visit our website, [www.twyfordschool.com](http://www.twyfordschool.com). For further information, please contact Mrs Vanessa Chapman, HR Manager on 01962 712269 or [recruitment@twyfordschool.com](mailto:recruitment@twyfordschool.com).

The closing date for applications: **Noon on Friday 16<sup>th</sup> May**

Interviews will be held on: **Friday 23<sup>rd</sup> May**

**This vacancy may close prior to the stated date and interviews will take place as a suitable field of candidates is obtained. Early submission of applications is recommended.**

Twyford School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Applicants will be required to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service (DBS).